

VACANCY ANNOUNCEMENT



UNITED STATES DEPARTMENT OF AGRICULTURE

OFFICE OF INSPECTOR GENERAL

Washington D.C. 20250



Vacancy Announcement Number: OIG-3-044-PD&RM

OPENING DATE: 09/17 /03

CLOSING DATE: 10/03/03

POSITION: Information Technology Specialist (Client/Customer Service)
GS-2210-13

Promotion Potential: GS-14

SALARY: \$69,054 – \$89,774 per annum
(Including Locality Pay)

Who May Apply: Government Wide (Status Candidates Only) – Local Commuting Area

DUTY LOCATION: U.S. Department of Agriculture
Office of Inspector General
Information Technology Division
Washington, DC 20250

SUMMARY OF DUTIES:

The incumbent is primarily responsible for operating and maintaining LAN infrastructure including office workstations. Establishes system configurations, adjusts client tuning for maximum performance, coordinates installation and upgrade activities for all network-based application programs and subsystems in response to user trouble calls and normal operating requirements. Coordinates system development, installation and implementation. Develops and utilizes interactive and support programs and script files; develops and conducts tests to demonstrate system performance and conformity with specifications. Assists in establishing systems administration procedures for local and remote access to, and administration of, networks. Monitors client workstations and organizes system infrastructure to meet changing system demands. Diagnoses client workstation problems using state-of-the-art debugging tools. Takes strategic steps to prevent virus infiltration and to detect problems such as duplicate addresses and potential security issues.

QUALIFICATION REQUIREMENTS:

Applicants must have 52 weeks of specialized experience equivalent to the next lower grade.

Specialized experience: is experience that has equipped the applicant with the particular knowledge, skills, and abilities to perform successfully the duties of the position and that is typically in or related to the work of the position to be filled i.e., experience that demonstrated accomplishment of computer project assignments that required a wide range of knowledge of computer requirements and techniques. This knowledge is generally demonstrated by assignments where the applicant analyzed a number of alternative approaches in the process of advising management concerning major aspects of system design.

In addition to meeting the basic qualifications, applicants must have competitive status and must meet time in grade requirements.

EVALUATION CRITERIA – *Knowledge, Skills and Abilities Required*

Note: A supplemental statement addressing the Evaluation Criteria is encouraged to ensure full consideration.

1. Skill in the application of customer support principles, methods, and practices as they apply to planning for and coordinating the installation and implementation of new or modified IT client workstations, client operating systems, client security, and client software.
2. Ability to monitor and maintain client workstations, including hardware, windows operating system, applications software, and LAN connectivity.
3. Knowledge of Microsoft Windows Operating Systems and desktop software to serve over 700 on-line users attached to a geographically dispersed network.
4. Ability to develop written policies, standards, plans, and procedures for the acquisition, installation, operations, and maintenance of client application and office automation software.

SPECIAL CONDITIONS OF EMPLOYMENT:

The person selected for this position will: (1) be the subject of a pre-employment background (security) inquiry and be able to obtain/maintain a security clearance; (2) file a financial disclosure statement under the provision of Title 1 of the Ethics in Government Act of 1978.

HOW TO APPLY:

ALL ELIGIBLE CANDIDATES who meet the basic qualification requirements must submit a written application for employment. You may use a SF-171, Personal Application for Federal Employment, OF-612, and Optional Form for Federal Employment, resume, or other application format of your choice. The announcement number must be clearly indicated on the application. Candidates using other than the SF-171 or OF-612 must include all the information requested in the brochure "Applying for a Federal Job." A copy of the brochure (OF-510) can be obtained by contacting your local Federal personnel office. Candidates must also submit a copy of a current Performance Appraisal (must be within 15 months from the closing date of the announcement) and a copy of most recent Standard Form 50, Notification of Personnel Action. Applicants without a performance appraisal must provide a written justification for its absence.

APPLICATION MATERIALS SHOULD BE SUBMITTED TO:

USDA, OIG, PD&RM, HRMD
USDA Stop 2306, Room 13-E
1400 Independence Avenue, SW
Washington, DC 20250

SPECIAL NOTE: Applicants are strongly encouraged to apply for this position by

EMAIL: OIGJOBS@OIG.USDA.GOV or by FAX on (202) 720-4321.

Be sure to include your name and the vacancy announcement number on your correspondence.

APPLICATIONS POSTMARKED BY THE CLOSING DATE WILL BE ACCEPTED A MAXIMUM OF FIVE (5) WORK DAYS AFTER THE ANNOUNCEMENT CLOSES. FAXED AND EMAIL APPLICATIONS MUST BE RECEIVED ON OR BEFORE THE CLOSING DATE.

For more information contact: Jay Allen

VOICE (202) 690-1160

TDD (202) 720-2412

EMAIL – OIGJOBS@OIG.USDA.GOV

OTHER INFORMATION:

- You must be a United States citizen to be appointed.
- Applicants applying under special non-competitive authorities must submit proof of eligibility as listed below:
- Individuals who are eligible for noncompetitive consideration under a special appointing authority (e.g., 30 percent compensable veterans, severely disabled persons, etc.) may apply. Applicants who wish to be considered under a special appointing authority as well as under the competitive examining procedures must submit two complete applications. When only one application is received from a noncompetitive eligible, it will be considered under the special appointing authority only. More information on special appointing authorities is available at <http://www.usajobs.opm.gov/> (disabled), <http://www.usajobs.opm.gov/b2b.htm> (veterans), <http://www.usajobs.opm.gov/ei52.htm> (veterans).

- If you are applying for special selection priority under USDA's Career Transition Assistance Plan or the Interagency Career Transition Assistance Program (see <http://www.opm.gov/ctap/html/egct.htm> ICTAP for eligibility requirements), you must submit one of the following as proof of your eligibility: reduction-in-force (RIF) separation notice; Notification of Personnel Action (SF 50) showing separation by RIF or removal for declining a directed reassignment or transfer of function outside the local commuting area; certificate of expected separation or other notice that you are surplus employee or eligible for discontinued service retirement; notice from a Federal agency that your injury compensation has been or is being terminated and that it cannot place you; notice from the Office of Personnel Management terminating your disability annuity; or notice from the military or National Guard that you retired under 5 USC 8337(h) or 8456. Please annotate your application to reflect that you are applying as a CTAP or ICTAP eligible.
- To be found well-qualified for special selection priority by the USDA, you must meet the minimum qualification requirements for the positions, including any selective factors.
- If you are eligible for special selection priority based on RIF, declining a directed reassignment or transfer of function outside the commuting area, retiring on the effective date of a RIF or retiring under the discontinued service retirement option, you must also submit a copy of a Notification of Personnel Action (SF 50) which shows the promotion potential of the career or career-conditional position from which you have been or will be separated and a copy of your last performance rating of record.
- If you wish to be considered under a special appointing authority (e.g., disabled, Veterans Employment Opportunity Act, etc.) you must indicate on your application or resume the authority under which you are applying and include proof of your eligibility.
- **30% Disabled Veterans:** Provide a DD-214 and a certificate from Department of Veterans Affairs dated within one year of the closing date of this announcement.
- **Other individuals with disability:** Provide certification of eligibility from the State Vocational Rehabilitation agency or the Department of Veterans Affairs.
- The Defense Authorization Act of November 18, 1997, extends 5-point preference to veterans who served on active duty during the Gulf War from August 2, 1990 through January 2, 1992 (if service requirements were met and discharge was honorable). Preference will also be granted if you entered the military service prior to October 14, 1976, or served in a military action for which you received a campaign badge or expeditionary medal. However, you may be entitled to 10 point veteran preference if you are a disabled veteran; you have received a purple heart; you are the spouse or mother of a 100% disabled veteran; or you are the widow or widower or the mother of a deceased veteran. Proof of your eligibility for veteran's preference must be provided at the time of the application.
- The U.S. Department of Agriculture (USDA) provides reasonable accommodation to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring processes, please contact Mary Ward at (202) 720-6001. The decision to grant a reasonable accommodation request will be made on a case-by-case basis.
- If you are a male over age 18 who was born after December 31, 1959, you must have registered with the Selective Service System (or have an exemption) to be eligible for a Federal job.
- Your application contains information subject to the Privacy Act (P.L. 93-579, 5 USC 55A). The information is used to determine qualifications for employment, and is authorized under Title 5 of the United States Code Sections 3302 and 3361.
- If selected, you will be required to provide documents proving that you are eligible to work in the U.S.

- Only material required by this announcement will be used to rate your application. Your application will not be returned to you.
- The use of U.S. Government postage-paid envelopes for the filing of job applications is a violation of the U.S. Office of Personnel Management and U.S. Postal Service regulations. Penalties include fines of up to \$300.00 and/or disciplinary action.
- All qualified applicants will receive appropriate consideration without regard to non-merit factors such as race, color, religion, national origin, sex, sexual orientation, marital status, age, disability, political affiliation, or any other characteristics not bearing on job performance.
- The USDA prohibits discrimination in all its programs and activities on the basis of race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, and marital or family status. Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at (202) 720-2600 (voice and TDD).
- To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, DC 20250-9410 or call (202) 720-5964 (voice or TDD). USDA is an equal opportunity provider and employer.